

FIG. 1

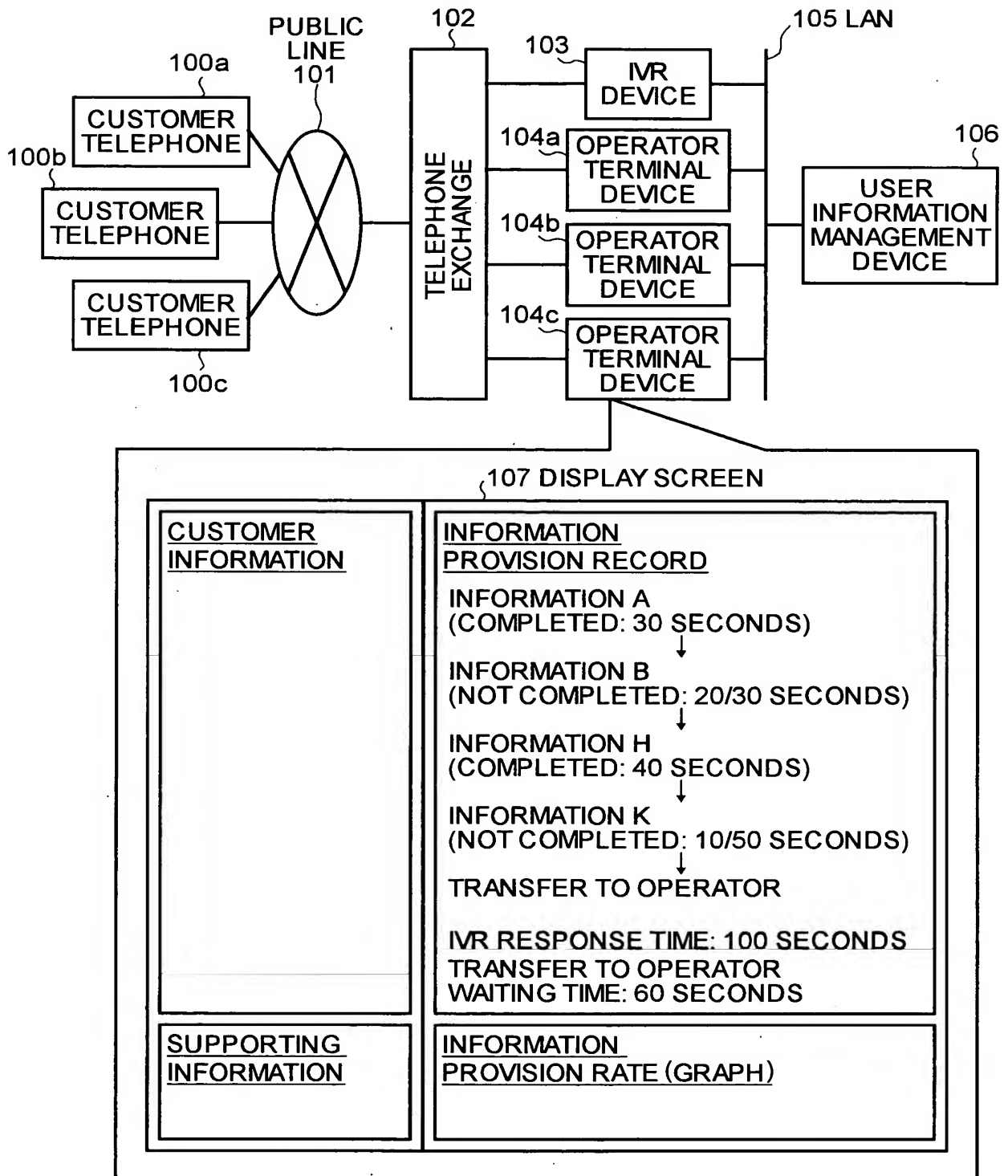


FIG. 2

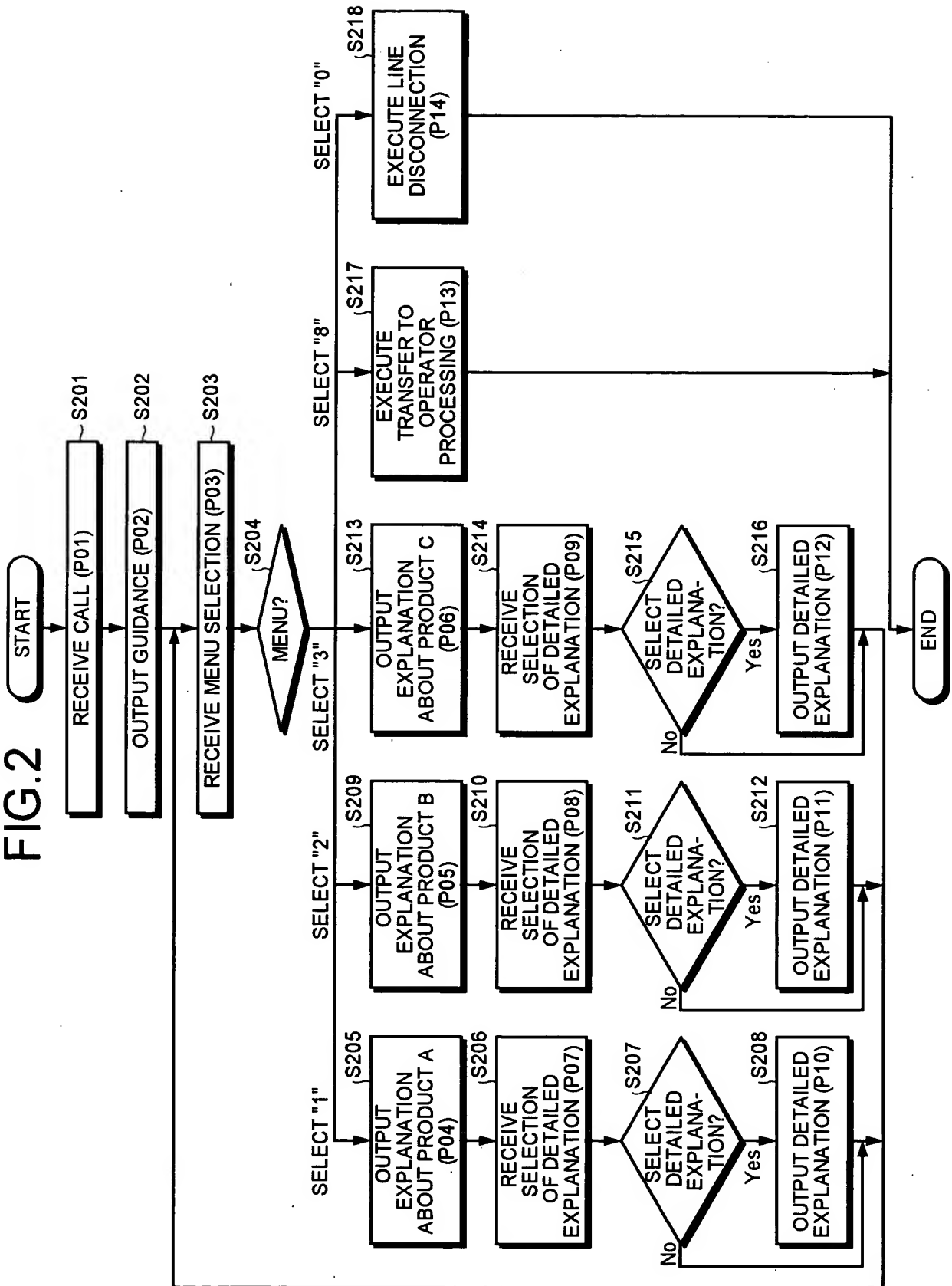


FIG.3

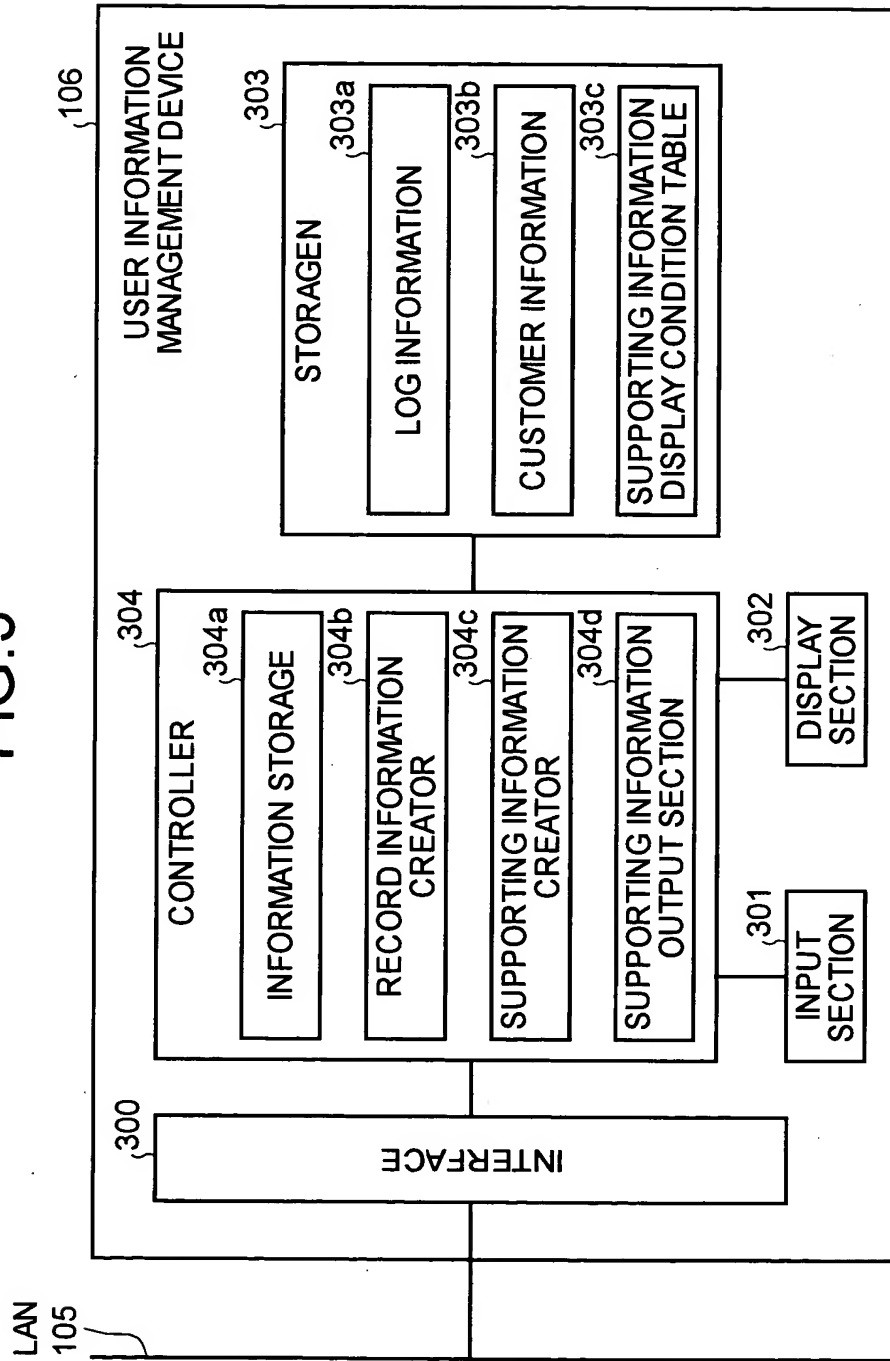


FIG.4

INCOMING CALL RECEPTION NUMBER	PROCESSING IDENTIFICATION NUMBER	STARTING TIME	ENDING TIME	COMPLETION/INCOMPLETION FLAG
1-1	P01	10:00:00	10:00:05	COMPLETED
1-1	P02	10:00:06	10:00:15	COMPLETED
1-1	P03	10:00:16	10:00:26	COMPLETED
1-1	P05	10:00:27	10:01:07	NOT COMPLETED
1-1	P03	10:01:08	10:01:17	COMPLETED
1-2	P01	10:01:15	10:01:20	COMPLETED
1-1	P06	10:01:18	10:02:08	COMPLETED
1-2	P02	10:01:21	10:01:30	COMPLETED
1-2	P03	10:01:31	10:01:42	COMPLETED
1-1	P09	10:02:09	10:02:19	COMPLETED
1-2	P13	10:01:43	10:03:43	INCOMING CALL TO OPERATOR
1-1	P12	10:02:20	10:04:00	COMPLETED
1-1	P03	10:04:01	10:04:10	COMPLETED
1-1	P13	10:04:11	10:04:25	INCOMING CALL TO OPERATOR
...

FIG.5

CONDITION IDENTIFICATION NUMBER	DISPLAY CONDITION	DISPLAY CONTENTS
1	TRANSMISSION OF EXPLANATION ABOUT PRODUCT A (P04) IS COMPLETED	DETAILED EXPLANATION ABOUT PRODUCT A
2	TRANSMISSION OF EXPLANATION ABOUT PRODUCT B (P05) IS COMPLETED	DETAILED EXPLANATION ABOUT PRODUCT B
3	TRANSMISSION OF EXPLANATION ABOUT PRODUCT C (P06) IS COMPLETED	DETAILED EXPLANATION ABOUT PRODUCT C
4	TRANSMISSION OF DETAILED EXPLANATION ABOUT PRODUCT A (P10) IS COMPLETED	CAMPAIGN OF PRODUCT A
5	TRANSMISSION OF DETAILED EXPLANATION ABOUT PRODUCT B (P11) IS COMPLETED	CAMPAIGN OF PRODUCT B
6	TRANSMISSION OF DETAILED EXPLANATION ABOUT PRODUCT C (P12) IS COMPLETED	CAMPAIGN OF PRODUCT C
7	WAITING TIME FOR TRANSFER TO OPERATOR IS 60 SECONDS OR MORE	CUSTOMER WAITING LONG FOR TRANSFER (APOLOGY IS NECESSARY)
8	DIRECT INCOMING CALL TO OPERATOR	OPERATOR DIRECT
...

FIG.6

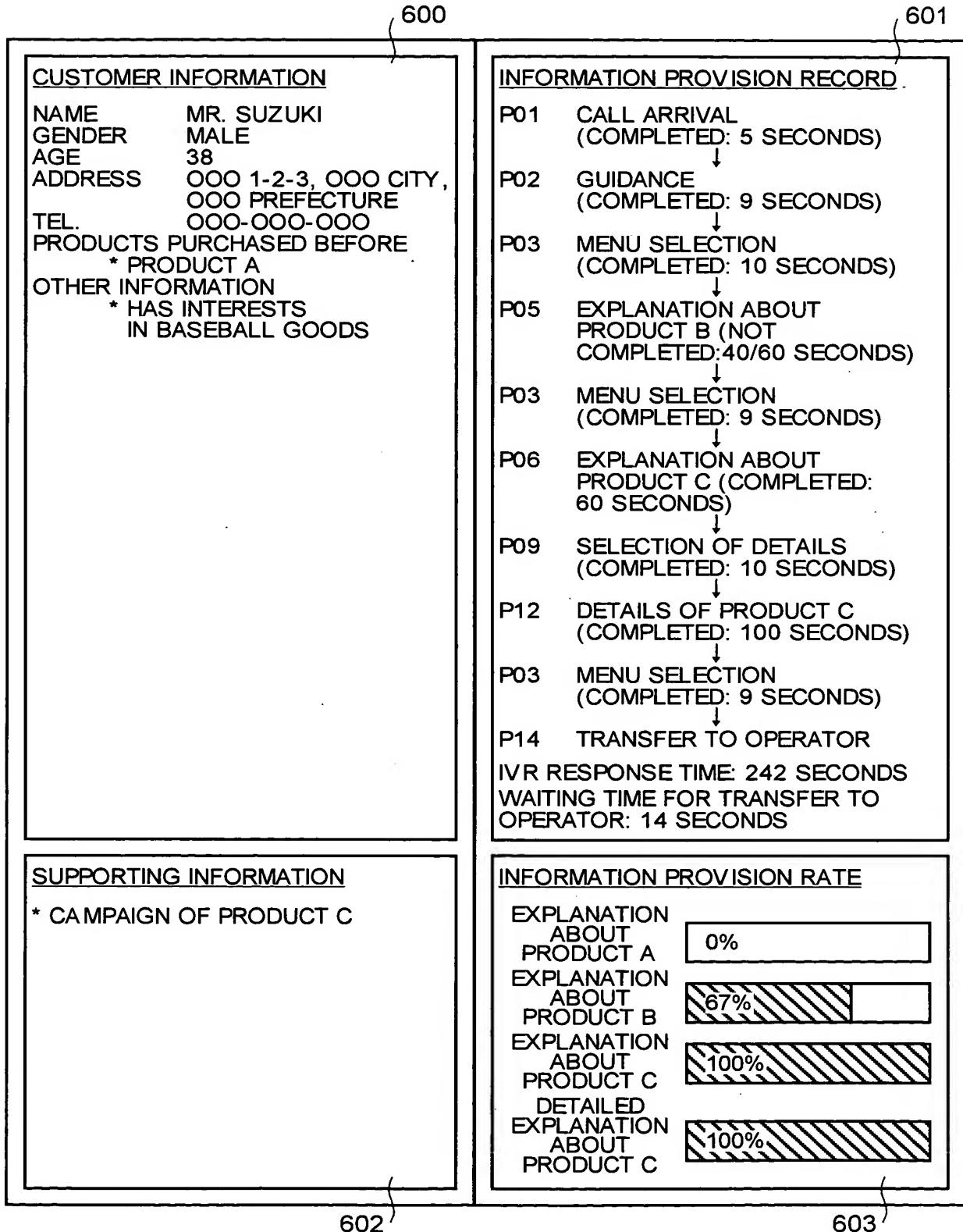


FIG.7

CUSTOMER INFORMATION	INFORMATION PROVISION RECORD						
<p>NAME MR. SUZUKI GENDER MALE AGE 38 ADDRESS 000 1-2-3, 000 CITY, 000 PREFECTURE TEL. 000-000-000 PRODUCTS PURCHASED IN THE PAST * PRODUCT A OTHER INFORMATION * HAS INTERESTS IN BASEBALL GOODS</p>	<p>P01 CALL ARRIVAL (COMPLETED: 5 SECONDS) ↓ P02 GUIDANCE (COMPLETED: 9 SECONDS) ↓ P03 MENU SELECTION (COMPLETED: 9 SECONDS) ↓ P14 TRANSFER TO OPERATOR</p> <p>IVR RESPONSE TIME: 23 SECONDS WAITING TIME FOR TRANSFER TO OPERATOR: 120 SECONDS</p>						
<p><u>SUPPORTING INFORMATION</u></p> <p>* OPERATOR DIRECT * LONG WAITING TIME FOR TRANSFER TO OPERATOR</p>	<p><u>INFORMATION PROVISION RATE</u></p> <table><tbody><tr><td>EXPLANATION ABOUT PRODUCT A</td><td>0%</td></tr><tr><td>EXPLANATION ABOUT PRODUCT B</td><td>0%</td></tr><tr><td>EXPLANATION ABOUT PRODUCT C</td><td>0%</td></tr></tbody></table>	EXPLANATION ABOUT PRODUCT A	0%	EXPLANATION ABOUT PRODUCT B	0%	EXPLANATION ABOUT PRODUCT C	0%
EXPLANATION ABOUT PRODUCT A	0%						
EXPLANATION ABOUT PRODUCT B	0%						
EXPLANATION ABOUT PRODUCT C	0%						

FIG.8

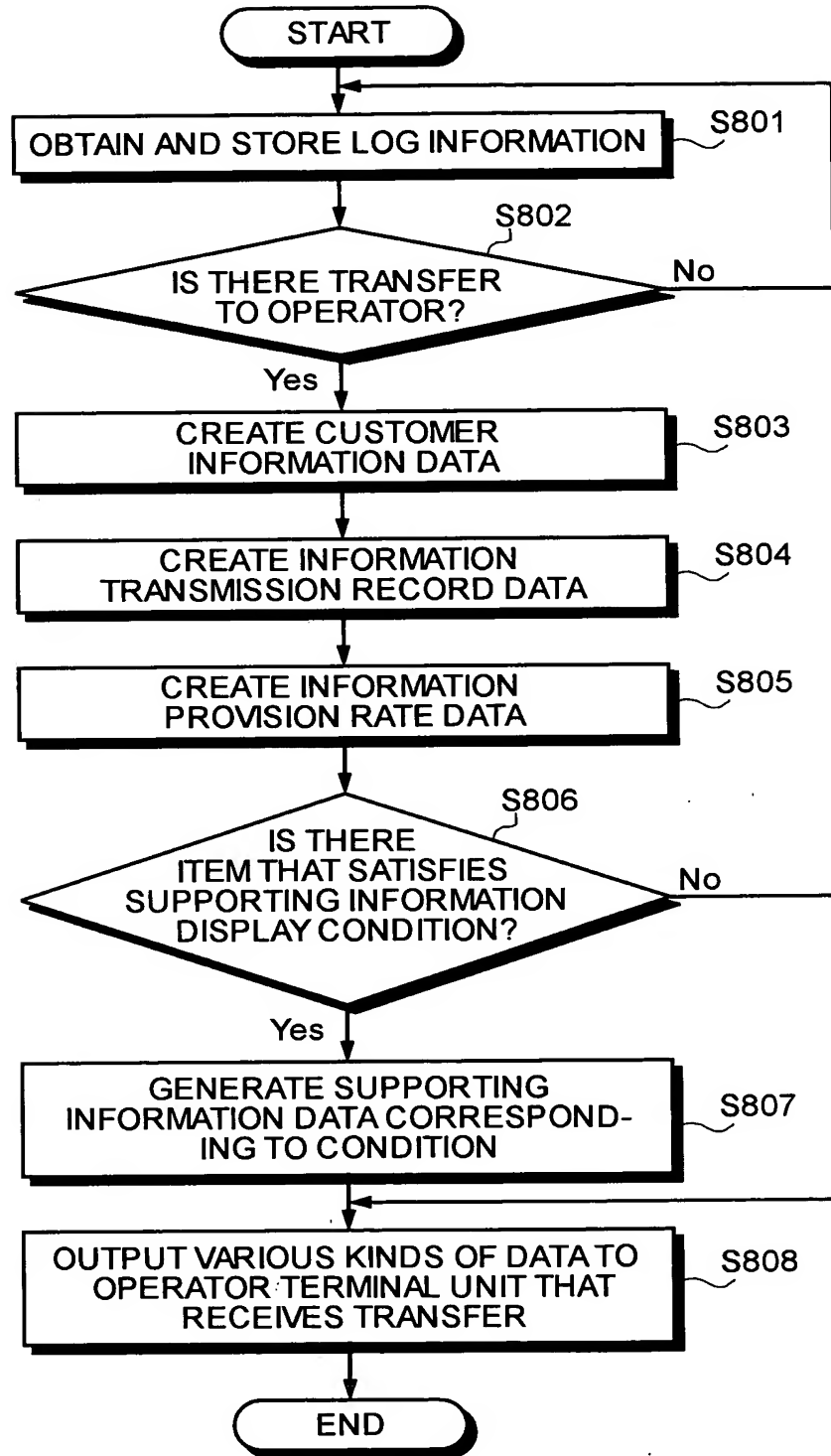


FIG. 9

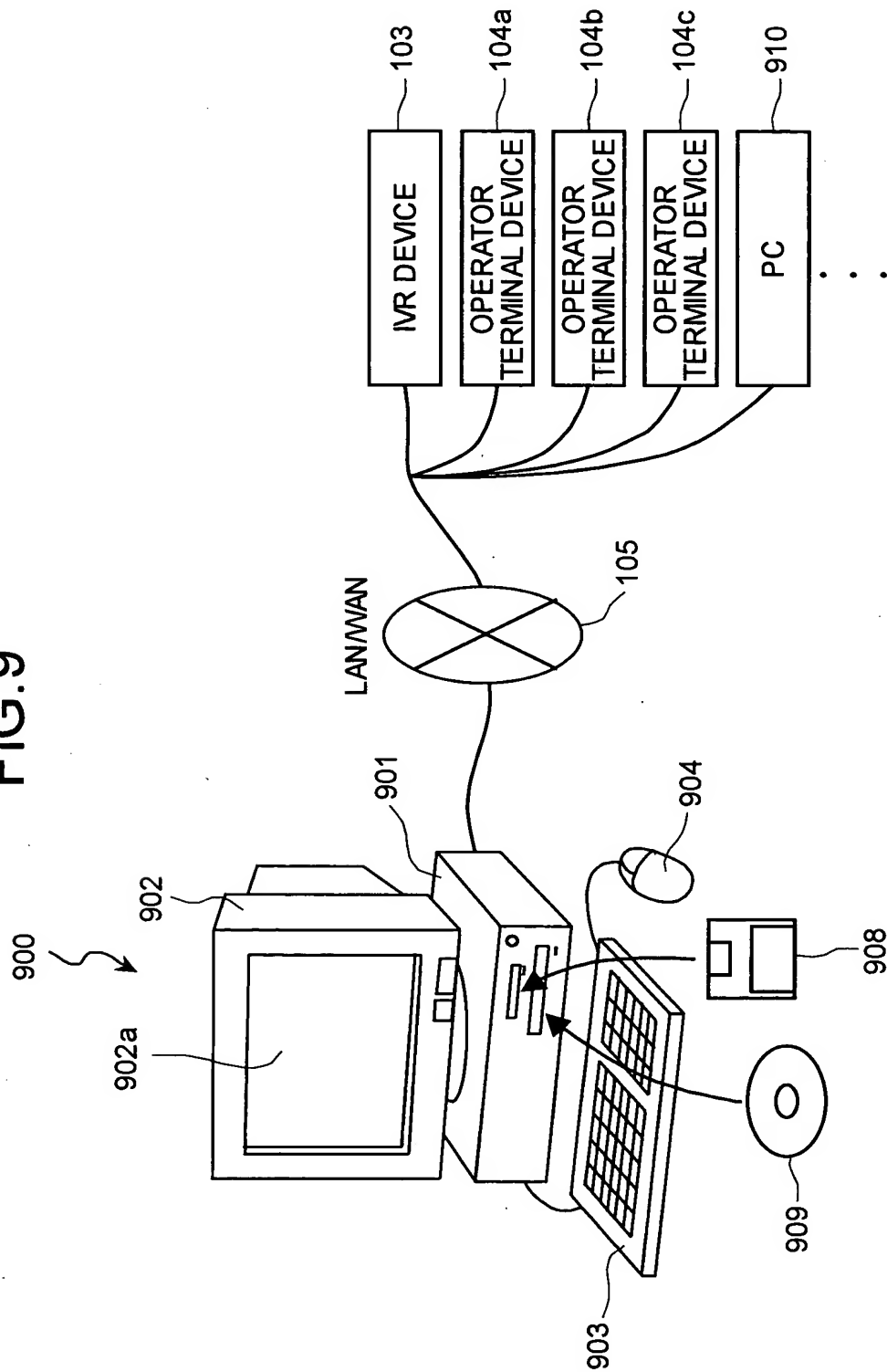


FIG. 10

